

“RESPONSE TO COMPLAINTS” POLICY

WHEREAS the health department receives calls from the public seeking support with nuisance complaints. Complaints on items such as bed bugs, mold, odors, and open sewage occur almost every week. Open sewage is the complaint of most concern that can directly contribute to disease and health hazards.

WHEREAS City Divisions of Planning and Building (Zoning) have code ordinances that relate to the construction of any building or structure within the City and any health or safety regulations applicable thereto. Example of such codes are the Uniform Building Code and the Uniform Plumbing Code, and

WHEREAS it is impractical for Environmental Health Staff to support every complaint call in the eight (8) counties within Eastern Idaho.

IT IS HEREBY AGREED THAT:

1. EIPHD will support open sewage complaint calls at locations supported by onsite sewage systems.
2. EIPHD will not respond to open sewage complaint calls at locations supported by municipal sewer service. Callers will be instructed to call their City’s Planning and Building (Zoning) Offices.
3. EIPHD will continue to provide third-party contact information on complaint items supported by other jurisdictions. Examples are the Indoor Air Program supported by Health and Welfare and Landlord/Tenant Guidelines supported by the Attorney General’s Office.

This agreement shall be in effect from the date of its approval.